DOI ROLE-BASED IT SECURITY TRAINING COURSE USER GUIDE

BROUGHT TO YOU BY THE DOI OFFICE OF CYBER SECURITY AND KARTA TECHNOLOGIES, INC.

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     This handout illustrates the use of the **Karta IT Security** courses hosted on GoLearn.gov only. There are also other courses developed by NETg, Skillsoft and Harvard Business School Publishing that you may find in the catalog.

DOI ROLE-BASED SECURITY TRAINING (RBST) PROGRAM

Congratulations and welcome to the Department of the Interior's Role-Based Security Training (RBST) program!

An unlimited, one-year access to the Karta IT Security course library has been purchased for you and can be accessed through www.GoLearn.gov.
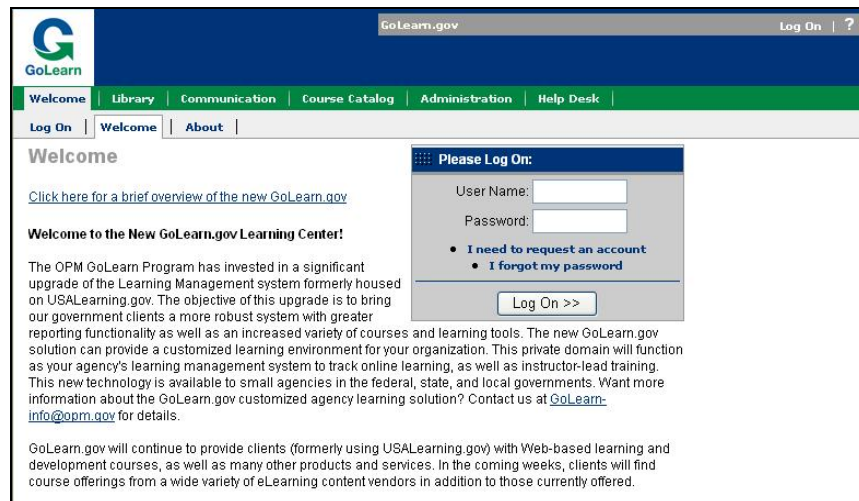
Please remember that your username and password are for your use alone and it is a violation of our licensing agreement for you to share your username and password with others.

ACCESSING THE GOLEARN.GOV WEBSITE

Log onto the www.GoLearn.gov website and begin exploring your options.
- ➢ Your username is your email address.
- ➢ Your password was contained in the registration confirmation email you received from GoLearn.gov (formerly USALearning.gov).

If you have forgotten your password, use the **I Forgot My Password** option below the login fields.

RECOVERING A FORGOTTEN PASSWORD

If you previously had access to the USALearning.gov website, your username and password are unchanged. Your username will be your DOL e-mail address (for example, smith.john@dol.gov or smith.jane@bls.gov).

If you have forgotten your password
1. Select the "**I forgot my password"** link in the Log On dialog box
2. The **"Recover a Forgotten Password"** screen will appear.
3. In the "**Request User Password**" dialog box, enter your DOL email address in the "**User Name**" field.
4. Select the "**Send Password**" button.
5. If your request is successful, you will see a message indicating "**Your new password has been emailed to the address listed on your account.**'
6. A new password will be sent to the email address specified in step 3. *You have only 1 day to log in using this temporary password before it will expire.*

> ➢ If you do not receive an email with a new password within 24 hours, or you see a message on the screen indicating that a new password was not sent, please contact the GoLearn.gov helpdesk at 888-661-2252.

7. Retrieve your temporary password from the e-mail and return to the GoLearn Home page at www.GoLearn.gov .

8. Log on using the same user name as in step 3 and the temporary password. (You may copy and paste your password to ensure that it is entered properly.)
9. You will immediately be prompted to change the password for your account on the next screen.
   > ➢ Using the "**Please Log On**" dialog box, key in a password in **"New Password"** field that meets the criteria listed on the left side of the screen. You must re-enter the new password in the "**Confirm**" field before selecting the "**Log On**" button to complete the action.

Note: You may update your e-mail address, password, and other information at any time using the "Administration" link that is available when you are logged in.
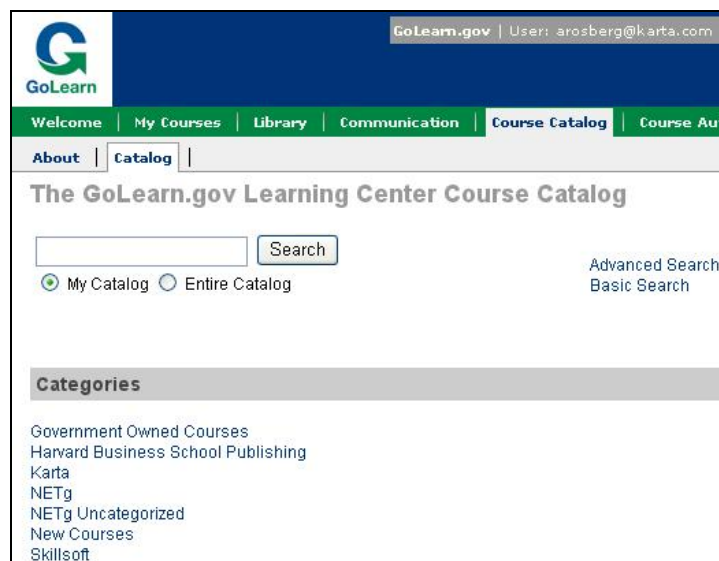
BROWSE CATALOG

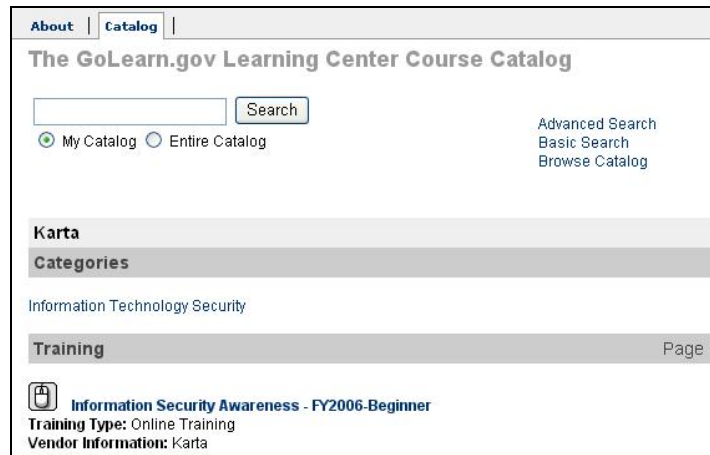To browse the courses that are available
   1. click the **Course Catalog** link in the navigation bar at the top of the screen
   2. Then click the **Catalog** link.


3. Click on **Karta**

4. Now click the link for **Information Technology Security** that is between the titles "Categories" and "Training"

5. Links to Karta's four Learning Tracks are displayed (Data Security, Network Security, Security Guidelines and Policy, and Security Planning)

6. Opening any track will display the list of courses related to that subject under the Training heading. You may ignore the note under the Categories heading that "There are no sub-categories for this category."
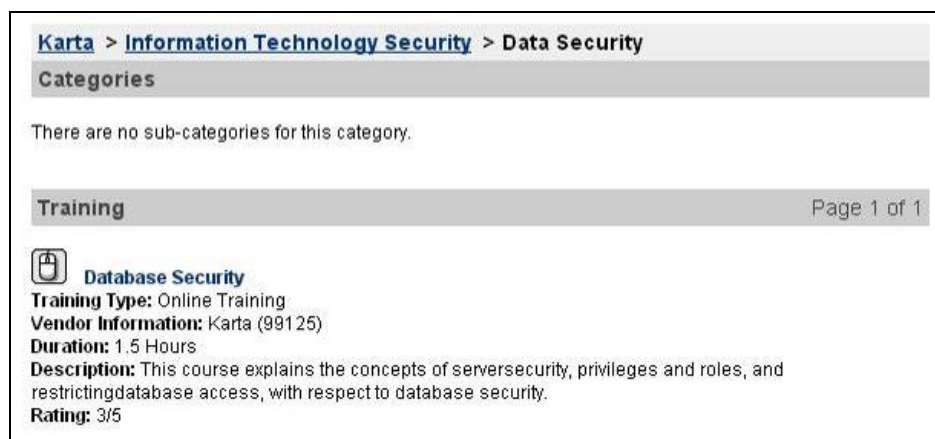
7. Browse each of the tracks for courses related to that subject

SEARCH CATALOG

If you know the course numbers of the courses you wish to take, you can enter the course number in the Search field available. Likewise, you can type in a keyword that is contained in the title of the course that you're searching for.

SEARCH RESULTS

You will be presented with a list of courses that match your search criteria.

REGISTER FOR A COURSE

To select the course you would like to register for
1. Click the course title.
2. The course description is displayed.
3. Click the **Register** button to add it to your personal list.

LAUNCH A COURSE

To launch a course,
1. Navigate to **My Courses** by clicking the link in the navigation area at the top of the screen
2. Click **Online Courses** to view the full list of courses for which you have registered

3. Click the **Course Name** for the course you wish to launch
   ➢ Ensure that any pop-up blockers are disabled or the course will not be able to launch

LOADING A COURSE

Note: When you launch a course, you may get a security warning box, click **Yes.**
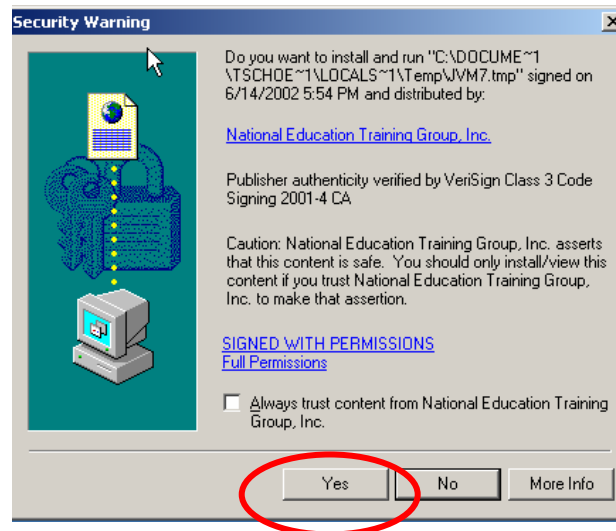
COURSE IS LOADED
It is important to ensure that all browser **pop-up blockers are disabled, or the Karta IT Security courses will not load properly.

START-UP OPTIONS OVERVIEW

When a course first launches, you will see the following options on the screen:

- ### START TUTORIAL -'USING THIS COURSE'
  Clicking this link opens a new window containing an online tutorial that walks you through how to navigate and take the course. This link only appears the first time you launch the course.

  Note: It is important to take the tutorial if this is your first time taking an IT Security course to learn more about the menu options, etc.

- *START THE COURSE*
  Clicking this link starts the first unit. You will only see this link the first time you launch the course. You will see the **"Continue Using this Course"** option when you re-enter a course after the first time.

- *ASSESS MY KNOWLEDGE*
  Clicking this link takes you to a list of available course assessments.

- *FAST TRACK TO A TOPIC*
  Clicking this link takes you to an alphabetical list of all topic titles in the course. You can perform a search for a specific topic title from this list.

HOW TO USE THIS COURSE

STEP 1 NAVIGATION BAR

From left to right, the button descriptions are as follows:

Menu
Click to display a drop-down list of course options such as displaying the course map, pre-assessments, etc.

Help
This button will display a drop-down list that will allow you to navigate to additional information supporting the course content such as custom links to web pages or other files that are relevant to the course material.

Exit
Click this link when you are ready to exit the course. You can exit the course at any time and return to it later, even if you have not finished it. The course will create a bookmark on your computer so that when you return to the course, it will remember which modules and lessons you have already completed.

Audio
This button allows you to turn the audio on and off.

Print
Click to open the Print dialog box and print the current page

Notepad
Click to launch a text editor application. During instruction, you can use this feature to type and save your own notes.

Page Back
Click to move backwards through the course one page at a time. You can also press the Ctrl and left arrow keys.

Page Number Indicator
This area displays the current page number and the total number of pages in the current topic. Click to view a drop-down menu of additional navigation options: Next Topic, Previous Topic, and Go To Page.

Go To Page opens the Page Jump dialog box. To select a page within the current topic, highlight a page number and click the Go To button.

Page Forward
Click to move forward through the course one page at a time. You can also press the Ctrl and right arrow keys.

> NOTE FOR USERS WITH 800 X 600 SCREEN RESOLUTION:
> If your monitor is set to 800 x 600 resolution, you may have difficulty viewing the course text window. You can drag it to a different area of your screen, if this is the case.

STEP 2 MOVING THE TEXT BOX

A text box is displayed on each page of the course. The course audio reads from this text box. This box can be moved by clicking and dragging it with your mouse to a different part of the screen.
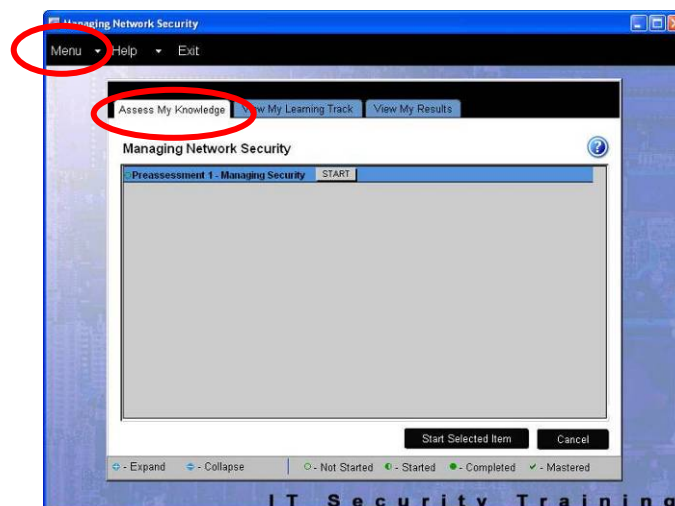

STEP 3 ACCESSING PRE-ASSESSMENTS THROUGH ASSESS MY KNOWLEDGE

All courses contain a Pre-assessment that uses performance-based testing techniques to assess the skills and knowledge of the learner.

You can access the Pre-assessments by clicking Menu and Assess My Knowledge.

When the Pre-assessment is completed, it cannot be taken again.

STEP 4 ACCESSING PRE-ASSESSMENTS THROUGH THE MENU AND COURSE MAP

You can also access the Pre-assessments at any time by clicking on the Menu at the top of the screen and viewing the course map. You can expand the desired course unit and click to start the Pre-assessment.
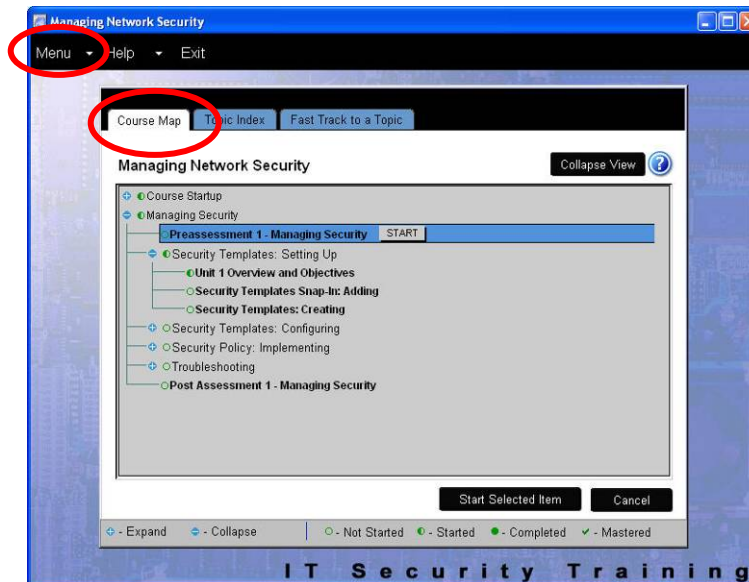
STEP 5 PRECISION LEARNING

At the end of the pre-assessment, the course generates a Precision Learning track (My Learning Track) that lists only the portions of the course pertaining to the material the learner missed during the pre-assessment. The learner can opt to proceed through the course only taking these topics.

To take the course using the Precision Learning track, go to Menu, My Learning Track and View My Learning Track.
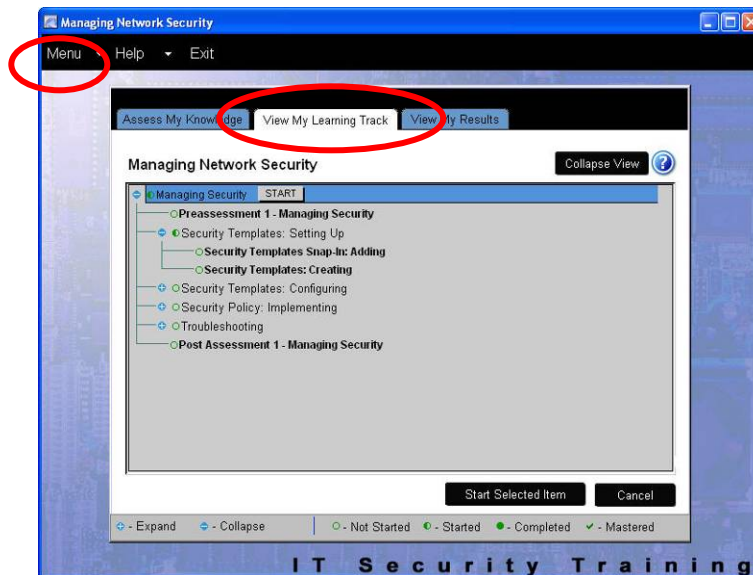
STEP 6 VIEWING PRE-ASSESSMENT RESULTS

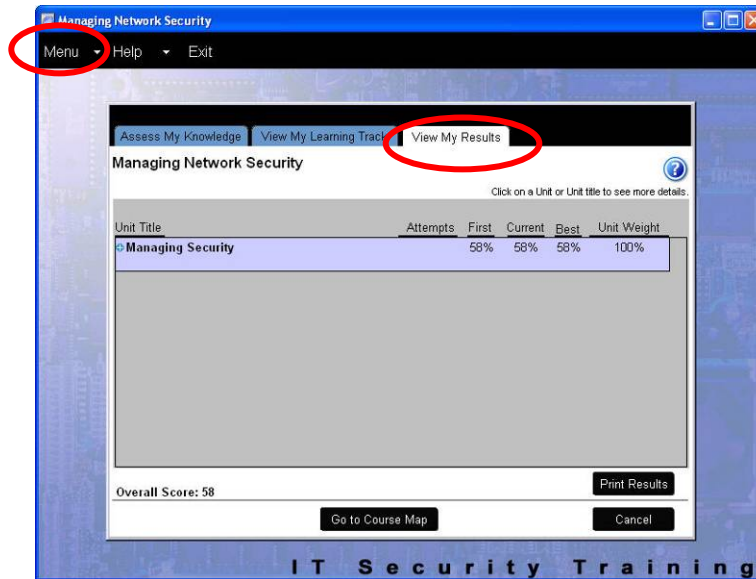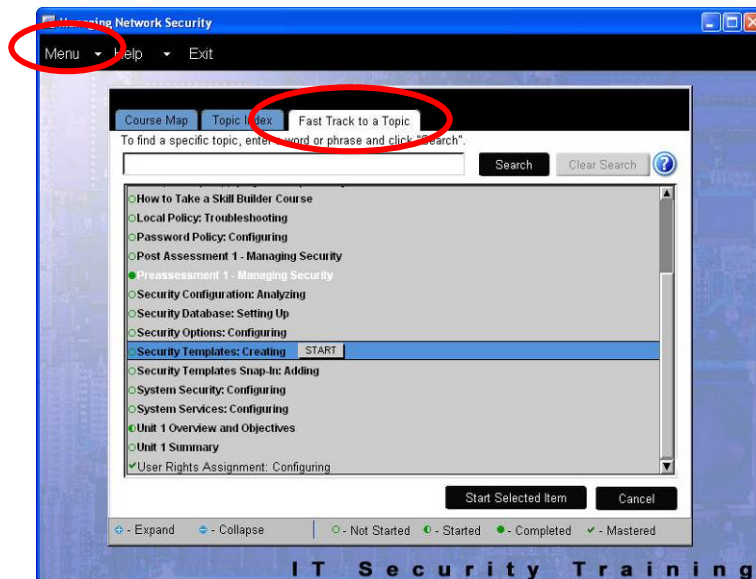At the end of the pre-assessment, the course generates a report "View My Results". Go to Menu and View My Results.

STEP 7 KEYWORD SEARCHES

Within each course, you can search for a specific topic or word. From the Menu click on Fast Track to a Topic. Enter your keyword to go directly to the lesson that contains that information.

STEP 8 COMPLETING AND EXITING A COURSE

Please note – In order to get credit for completing the course, you need to receive at least a 70% on the Post Assessment.

The IT Security courses have only **ONE** pre- and post-assessment. After completing the post-assessment, the 'View My Results' screen will appear.

> ➢ If you do not score 70% or greater, you may retake the assessment as many times as necessary by returning to the Course Map and restarting the Post Assessment**.**

To exit a course, you must **EXIT** by clicking Exit link at the top of the screen. Once you Exit the course, your Assessment results will be saved.

The browser windows will close, and you will be returned to your list of My Courses. If the window does not automatically refresh to show your course status, navigate away from the page, and then return to it.

PRINTING YOUR COURSE TRANSCRIPT

You may be asked at some point to provide a copy of your course transcript.
1. Navigate to the **My Courses** link in the navigation bar
2. Select the **Student Transcript** link

3. Enter the criteria and click **View Report**. Leaving the date fields blank will return all courses.

4. The report will open in a new window from which you can print or save.

TECHNICAL ASSISTANCE

➢ If you view the error message "There are no sub-categories for this category," and no training courses beneath it, please contact the DOI RBST Customer Service Desk at DOI_RBST_CustSvc@ios.doi.gov or by calling 202-208-4283.

➢ If you have registered on the GoLearn.gov site but have difficulty logging in or recovering a forgotten password, please contact the GoLearn helpdesk for assistance at 888-661-2252

➢ If you can view and register for courses, but have trouble launching a course, please contact the GoLearn helpdesk for assistance at 888-661-2252

➢ If you have general questions or comments regarding the Role-Based Security Training Program at the Department of the Interior, contact the DOI RBST Customer Service Desk at DOI_RBST_CustSvc@ios.doi.gov or by calling 202-208-4283.